

MICHIGAN LEGWORK

DEPARTMENT OF LABOR & ECONOMIC GROWTH

APRIL/MAY 2007

Welfare Reform Program Will Put People Back to Work and Help Washtenaw and Saginaw County Families Achieve Self-Sufficiency

DIRECTOR KEITH W. COOLEY and Deputy Director Andy Levin recently had the opportunity to showcase the expanded Jobs, Education and Training (JET) welfare reform program that will help Washtenaw and Saginaw county families secure long-term employment and become self-sufficient.

Deputy Director Levin participated in the Saginaw event, and Director Cooley was a featured speaker in Washtenaw County. Michigan Department of Human Services Director Marianne Udow also gave remarks at both events.

Beginning in September 2004, a broad-based welfare reform work group developed a new approach to creating permanent work force status for DHS clients. JET grew out of this work group and pilot programs in Kent, Oakland, Sanilac and Wayne counties were included in the fiscal year 2006 DHS budget. A net savings of \$16 million is forecast for fiscal year 2007. The program will cost approximately \$40 million to implement, but is expected to result in \$56 million in grant savings.

Preliminary results in the four pilot locations showed that caseloads held steady or slightly declined. In areas that did not offer JET, there was a 5 percent increase. In 2006, JET sites experienced a 3 percent increase in Family Independence Program (FIP) caseload compared to an 11 percent increase in the remainder of the state.

JET expanded to serve 19 counties into 2007 and will help Michigan meet new federal work participation requirements. The program is a cooperative venture between the departments of Human Services and Labor & Economic Growth, Michigan Works! Agencies and Michigan Rehabilitation Services.

"The JET initiative is just one example of Governor Jennifer Granholm's efforts to promote economic development and increase jobs to transform Michigan's economy," Director Cooley said. "Her economic plan has been set in motion and it's beginning to attract new businesses and diversify our economy. The governor is continually improve our business climate to make our state more attractive to businesses so they'll locate, expand and create jobs here."

JET is a win-win-win for Michigan! First, for welfare recipients, it's an opportunity to qualify for—and keep—good paying jobs. Next, for Michigan's businesses, JET is supporting the workforce and skill needs they have today and for the future. Finally, for the state, it means more Michigan residents gaining their independence in good jobs and leaving the welfare roles and contributing to the tax base again.



DHS Director Marianne Udow looked on as DLEG Director Keith Cooley explained the JET program.

"The future of these people is brighter thanks to the partnership we have between the Department of Human Services, Michigan Works! agencies, local workforce boards and DLEG," Deputy Director Levin said. "It is exciting to see representatives from state and local government, the private sector as well as a few of the JET clients all together here today. This collaborative spirit is what will make the JET program a success."

The JET program:

- Uses a thorough up-front assessment and Family Self-Sufficiency Plan to tailor supports and services to the individual circumstances of recipient and family.
- Expands educational and training opportunities so clients gain the skills they need to get a good paying job in high-demand fields.

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A Message from the Director

It's been two months since I started as director of DLEG, and what an amazing and busy two months it has been. My days have been incredibly challenging, yet have gone smoothly in large part because so many of you have offered your support and expertise. I consider myself extremely fortunate to be the director of such a talented and dedicated team.

Just a few weeks into the new job, the Governor's office issued 10 executive directives which took action to both deal with the state's immediate cash-flow crisis and force further efficiency in overall government operation. Shortly after that, rumors of temporary layoffs swirled through state government.

During all of this, I asked you to work with me on finding ways to conserve resources and to focus on the business at hand, while not dwelling on the worst case scenarios. I can say unequivocally that you have all faced these challenges with professionalism and determination.

I would like to offer up my heartfelt thanks for all the positive feedback and support I received from you. The challenges we're facing now have presented an opportunity for you to demonstrate your commitment to seeing Michigan succeed. Whether it was the positive feedback on the cancellation of the State of DLEG, or the suggestions for ways to conserve, or the continued dedication to your work, it's been clear to me that everyone understands... Everyone has a deep commitment to a better Michigan. For that, I am proud and grateful.

If you read the online version of the remarks I was going to give at the State of DLEG, you would have seen that there were several employees who received special recognition for going above and beyond their job descriptions. I had the opportunity to meet a few of these individuals at the recent Leadership Council meeting and present them with their certificates. Their photos and stories are written up on pages 4-5 of this newsletter — please make sure to take a moment to read about each one of these outstanding DLEG employees.

With all the focus on the negative economic condition our state is in, it's so easy to overlook or ignore completely the successes that are taking place — and there are many. One recent announcement from the Governor's office was especially positive: the Michigan Economic Development Corporation (MEDC) is helping seven companies grow in Michigan and is backing three redevelopment projects expected to create and retain a total of 4,237 jobs and involve more than \$167.7 million in new capital investment in communities throughout the state. The Michigan State Housing Development Authority (MSHDA) is also providing support to two of the projects. (For the full story, click here: http://www.michigan.gov/gov/0,1607,7-168-23442_21974-166579--,00.html)

I recently met with two groups of our stakeholders — one was in Cadillac, where we presented the MIOSHA Ergonomic Success Award to Michigan Rubber Products. The other group was the Society of Minority Engineers in Ann Arbor, where I served as the keynote speaker at their annual dinner. In both cases I took the opportunity to share this announcement, and in both cases, they were astonished! One person asked me, "Why don't we ever hear about all the good stuff that's happening in Michigan?" Well, someone told me they think it's because it's easier for the media — and maybe all of us — to focus on the negative. Maybe that's the news that sells more papers. But we as state employees have the ability, and even the responsibility, to share the "good stuff" — the news of a Michigan that is transforming itself for the 21st century. The story of a Michigan that's thinking differently, that's evolving and investing. I urge you to learn about these exciting plans and changes, and become well versed in them. Then talk them up — with the constituents you work with, your neighbors, your fellow church members, your friends and family. You can be spokespeople for Michigan. Yes, substantive changes certainly need to take place, but sharing the good stuff and having a positive outlook can work wonders.

Again, thank you for your dedication and support.

Sincerely,

Keith W. Cooley

Welfare Reform Program Puts People Back to Work

Continued From Page 1

- Focuses career and technical training opportunities on jobs the Michigan economy has available (e.g., health care, construction).
- Extends post-employment support from 90 days to 180 days to help clients retain jobs and prepare a plan for advancement.
- Provides supportive services when clients face serious barriers to work, with the goal of reducing and removing those barriers so clients can participate in work or work preparation.
- Provides advocacy and support for those who are making application for Supplemental Security Income.

"The welfare reform plan will meet federal work participation requirements within the federal time frame, protect the safety net and help people become permanently attached to the labor force so they can move their families out of poverty," Udow said. "Self-sufficiency is better for families, and what is better for families is better for children."

For more information about JET go to www.michigan.gov/jet



At the Saginaw JET event, Deputy Director Andy Levin said the JET program was a "win-win-win" solution for welfare recipients, the State of Michigan, and Michigan businesses.



Trenda Rusher, Washtenaw County Michigan Works! Agency director, Department of Human Services Director Marianne Udow, DLEG Director Keith Cooley, James Bunton, Ann Arbor District Michigan Rehabilitation Services manager, and Cynthia Maritato, Washtenaw County DHS director, listen as JET client Tamara Henry describes her experience with the program.

Marylou Mason Wins Lifetime Achievement Award

Congratulations to Marylou Mason, executive director of the Michigan Commission on Spanish-Speaking Affairs, who received the prestigious Lifetime Achievement Award at the National Farmworkers MAFO Conference on April 4. The award is given to those who have spent their lives improving the lives and conditions for farmworkers and their families. Marylou is a former farmworker herself. As a child, her family migrated here from San Antonio, Texas to pick crops and ultimately ended up settling in Saginaw.



Marylou holds her award.

Team members recognized at Leadership Council

The April Leadership Council meeting was an opportunity for bureaus within the department to give special recognition for outstanding staff work over the past six months. Director Cooley presented several DLEG team members with certificates of appreciation to the following individuals:



BER Director Ruthanne Okun, Freda Mills and Director Cooley.

Freda Mills

Bureau of Employment Relations

Freda Mills, the State Division Administrator of the outstate labor mediation staff of the Bureau of Employment Relations/MERC, was recognized for her outstanding contributions as a mediation supervisor. She has been with the agency since 1976 and has served as an Elections Officer, Supervisor of Elections, Labor Mediator, Departmental Administrator and now a State Division Administrator.

Freda was chosen by Ruthanne Okun, BER director, for her hard work on behalf of the bureau. According to Ruthanne, Freda operates not only as

the supervisor/administrator in the Lansing office, she is also the personnel liaison and a back up for many of Ruthanne's managerial tasks.

"Freda Mills is the model for what a mediation supervisor should be. She has a reputation for excellence in mediation that is both state-wide and universal," Ruthann said. "Her wisdom, mediation skills and seemingly inexhaustible patience have resulted in settlements where she alone knew that settlement was possible. Freda has earned the unqualified respect of even the most difficult labor relations professionals."

Freda, thank you for your many contributions!



Jaye Shamsiddeen, MRS Director, accepts the award on Bettie's behalf from Director Cooley.

Bettie Shaw-Henderson

Michigan Rehabilitation Services

Bettie Shaw-Henderson was recognized for her over 28 years of dedication to serving persons with disabilities, both within MRS and at the state and national levels as past president of the National Rehabilitation Association and Michigan Rehabilitation Association.

In her extensive experience with MRS, Bettie provided leadership in a variety of positions, ranging from counselor to district manager—and, most recently—as MRS's Deputy Director.

Bettie was a chief architect of the bureau's organizational redesign efforts to prepare the bureau for continuous improvements into the future. Bettie was very active with disability advocacy organizations and was very effective with maintaining effective partnerships.

She retired on April 30 after a long history in working in public VR. We wish her well in moving to the next part of her journey in working with persons with disabilities.

Bettie, thanks so much for your contributions and best wishes as you retire from State Government!

Team members recognized at Leadership Council

(Continued from page 4)

Joyce Karr

Office of Financial and Insurance Services

Joyce Karr, Deputy Commissioner of the Regulatory Compliance Division in the Office of Financial and Insurance Services (OFIS), was recognized for her bi-weekly participation in the Employee Growth and Development Team meetings and her many contributions regarding a variety of organizational development issues.

Joyce served on the team from October 2005 to February 2007. She was instrumental and proactive in both developing an Inclusion Plan and providing and facilitating Inclusion Training for her Division within OFIS. Joyce's plan is a

model for other Bureau and Agencies who are expected to develop Inclusion Plans as part of their Annual Action Planning process.

Thank you, Joyce, for your leadership within our Department and your Bureau, OFIS!



Director Cooley with Joyce Karr.

Ron Ray

Michigan Occupational Safety and Health Administration (MIOSHA)

Ron is the Director of the Laboratory and Equipment Services Section. Ron has been employed with MIOSHA for 16 years and is recognized for his outstanding work as Acting Director, Management Technical Services Division; leadership on the MIOSHA Move Project; and coordination/implementation of the in-house safety and health film/video library.



Director Cooley, Ron Ray, and Doug Kalinowski.

Judith Shane

Michigan Occupational Safety and Health Administration (MIOSHA)

Judith is a communication specialist and has been employed with MIOSHA for eight years.

Judith was recognized for her outstanding work on behalf of the MIOSHA program in promoting the positive benefits of implementing safety and health systems and her leadership on the "Connecting MIOSHA to Industry" Project.

Thank you, Ron and Judith, for your contributions to the Department and MIOSHA!



Director Cooley, Judith Shane, and Doug Kalinowski, MIOSHA Director.

UIA Staff Go Online to Book Conference Rooms Through New Site

By Norm Isotalo, UIA

The next time someone at the Unemployment Insurance Agency (UIA) needs to book an agency conference room for a meeting, all it will take is a quick trip to their computer.

UIA has new spot on its Intranet site that allows staff to schedule usage of 20 conference rooms located at Cadillac Place, the Lansing and Livonia Problem Resolution Offices, and the Madison Heights project office.

The easy-to-use site allows staff to select the conference room and then reserve an available date and time from a calendar

that pops on the screen when the room is selected. Rooms can be booked for one-time meetings or for recurring meetings.

The calendar is the creation of Bill Cunningham, an analyst in the UI Tech & Data Control Unit (UITDC), who adapted the idea from an online event calendar he developed for a friend. On his own initiative, Bill worked on the room scheduler at home. After few months of work, he had it completed and brought it to his supervisors. After gaining the necessary approvals, the calendar was installed on UIA's Intranet and became operational in March.

A self-taught computer whiz, Bill enjoys working with computers. "They've been my hobby and my interest for the past 30 years," he said.

In his day job with UITDC, Bill administers the agency's Intranet and other web sites and works on various UITDC projects.



Bill Cunningham

UIA Centers Celebrate Black History Month

February was Black History Month, and Unemployment Insurance Agency (UIA) staff did not let it go by unnoticed at the agency's Remote Initial Claims Centers (RICC) in Saginaw and Detroit.

Staff at the two centers celebrated the month in a number of ways, including displays, luncheons, educational quizzes, music, poetry readings and even with potato chips!

The team also shared a large bowl of potato chips and replenished it throughout the day, to honor George Crum, a Native/African American, who created the potato chip in 1853.

For its luncheon on February 28, Saginaw RICC staff transformed the lunchroom into an expression of African-American pride that burst with color. The luncheon also featured a musical performance by staff member Dena Pruitt and poetry readings, including a poem written by the center's own poet laureate Felicia Thomas, an unemployment insurance examiner who has written a book of poetry.

Leading up to the luncheon celebration, employees could review displays of informational materials and participate in a weekly five-question quiz about events and the roles of past and present African Americans.



Team Rolls Royce members stand with their Black History Month display: (front, l-r): Marie Mordi, Cheryl Newton, Jerrie Fault, and Norma Mondragon; (back, l-r): Julian Palm and Tamika Foster.

In Detroit, for example, the RICC's Team Rolls Royce assembled a display featuring some of the many contributions made by African Americans. It included slave auction posters, African attire, books and an exhibit about Matthew Henson, an African American and the first man to set foot on the North Pole. There were also original historic issues of Ebony magazine with some dating back to 1969 during the height of the Civil Rights movement. In addition, there was a questionnaire with little known facts about African-American history.



The Saginaw RICC's Black History Month committee (2007) (front, l-r): Anita Fryer, Jeanette Brown, Dena Pruitt, and Nova Govan; (back, l-r): Mary Scott, Luereather Alexander, Kiyomi Bennett, and Cheryl Davis. Not pictured are: Ronda Clark, Lolita Robinson and Lucretia Willis.

Professional Activities

OFIS Partners With Local Libraries to Provide Free, Unbiased Investor Ed

Certified advisers will focus on method of investing, checking out a broker

The Office of Financial and Insurance Services' securities section has had a busy spring conducting its *Investor Education @ Your Library* program throughout Michigan.

These free seminars, designed to educate Michigan residents about investing, have been held at libraries around Michigan beginning March 7 and are continuing throughout 2007.

The *Investor Education @ Your Library* program is designed to help individuals make informed investment decisions, whether in their company-sponsored retirement accounts or in their private savings accounts.

These seminars are an effort to reach out into communities to provide an educational resource for everyday people about the basics of stocks, bonds and mutual funds, according to Peg Beckwith of the OFIS Securities Section.

"Many people do not consider themselves 'investors,' but most actually are. We are at a point where there are as many people who will be relying on only a 401K-retirement plan as there are people who have a defined benefit plan," Peg said. "That number will only continue to grow. In the words of one attendee: **'Every working person should see this — the younger the better!'**"

"This is a great opportunity for consumers to get solid information from knowledgeable experts," said OFIS Commissioner Linda A. Watters. "Unlike many investment seminars, our consumers will be presented with good information—not a sales pitch."

Investor Education @ Your Library consists of 90 minute seminars on investing that will be taught by certified financial investment advisers. There also are tips on fraud prevention from state securities regulators. The seminars are followed by optional, one-on-one counseling sessions for participants.

Investor Ed @ Your Library is funded entirely by a grant from the Investor Protection Trust (IPT) to the Securities section of OFIS. The primary mission of IPT is to provide consumers with independent, objective information required to make informed investment decisions. Funding for the IPT comes from the Investor Education Fund (IEF), a fund established with contributions from the analyst conflicts-of-interest settlements. The IEF is designated for investor education programs designed to provide consumers with the knowledge and skills necessary to make informed decisions and to increase their personal financial literacy.

"We encourage all DLEG employees to attend one of the seminars near them, and to spread the word to friends and family," Peg said. "Everyone can benefit from this valuable information."

The seminars are free; however, advance registration is required. Consumers must also indicate if they wish to receive the one-on-one counseling. Seating is limited.



Portage-area residents listen to investment expert Mark Robinson at the *Investor Ed @ Your Library* seminar held on April 30 at the Portage Public Library.

Investor Ed @ your Library Schedule:

MAY 2007

Tuesday, May 8Hamtramck Public Library, Hamtramck6:00 PM
Saturday, May 19Oak Park Public Library, Oak Park2:00 PM
Tuesday, May 22Hillsdale Community Library, Hillsdale6:00 PM
Thursday, May 29Ransom District Library, Plainwell6:00 PM

JUNE 2007

Friday, June 1Portage Lake District Library, Houghton2:00 PM
Saturday, June 2Peter White Public Library, Marquette10:00 AM
Saturday, June 2Munising School Public Library, Munising2:00 PM
Thursday, June 7Schoolcraft Community Library, Schoolcraft ...6:00 PM
Saturday, June 9Charlotte District Library, Charlotte1:00 PM
Monday, June 18Baldwin Public Library, Birmingham6:00 PM

(Listings continued on next page.)

Professional Activities

OFIS Wins Technology Award

The Office of Financial and Insurance Services (OFIS) has received a 2007 Computerworld Honors Laureate award for its Case Study for "Extending and Merging the O-Base System."

The Computerworld Honors program recognizes organizations whose use of information technology has been especially noteworthy for the originality of its conception, the breadth of its vision and the significance of its benefit to society. These nominated organizations must meet established standards and are then asked to contribute a case study to the program's collection.

In 2000, OFIS was formed by merging the former Financial Institutions Bureau, the Michigan Insurance Bureau and the Securities Division. Due to new government mandates and the consolidation of multiple departments, OFIS was forced to decide between either custom building or buying a whole a new information technology infrastructure. Either option required the investment of millions of dollars, large-scale efforts to re-train and/or hire staff and would take several years to implement.

To avoid a costly and difficult architecture and software re-design, OFIS management instead enlisted Sybase Professional Services (SPS) to update its existing system.

"With the help of Sybase, we were able to successfully update our current system, extending the system's life cycle, saving the state millions of dollars in up-front license costs and untold hours and dollars in implementation and employee retraining," OFIS Commissioner Linda A. Watters said. "The resulting system now delivers performance that is proving to be a model for other state agencies, both within Michigan and throughout the U.S."

Commissioner Watters also praised the Department of Information Technology for its partnership and support in helping OFIS win the award.

Last November, OFIS received a Top 100 Information Technology award for the same system from InfoWorld magazine for 2006.

The awards are given to those organizations that have made the best use of technology to improve their business. OFIS was one of five government agencies nationwide to be recognized.



Commissioner Watters and Consumer Services Deputy Commissioner Cathy Kirby hold the InfoWorld Top 100 award.

OFIS Partners With Local Libraries (Continued From Page 5)

July 2007

Saturday, July 21Adrian Public Library, Adrian1:00 PM
Thursday, July 26Salem-South Lyon District Library, South Lyon ..6:00 PM
Saturday, July 28Plymouth District Library, Plymouth1:00 PM
Monday, July 30Brighton Public Library, Brighton6:30 PM

September 2007

Tuesday, September 11 ...Rochester Public Library, Rochester6:30PM
Thursday, September 27 ..Albion Public Library, Adrian6:30 PM
Saturday, September 29 ...Saline District Library, Saline10:30 AM

October 2007

Saturday, October 13Brandon Towp. Public Library, Ortonville10:00 AM
Saturday, October 20Rawson Memorial Library, Cass City1:00 PM

November 2007

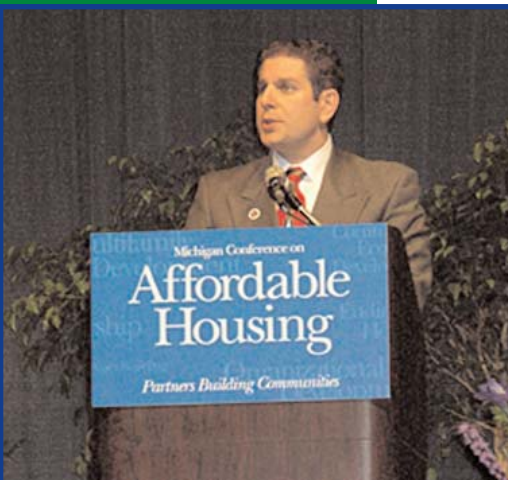
Saturday, November 17Farmington Community Library, Farmington1:00 PM

Ninth Annual Housing Conference Draws Record Crowd

The Michigan State Housing Development Authority (MSHDA) recently co-sponsored the 9th annual Michigan Conference on Affordable Housing, held in Lansing April 30–May 2. With between 1,600 and 1,700 housing advocates and specialists in attendance over the three days, the conference remains the largest of its kind in the nation. The conference is dedicated to providing housing opportunities for all in need and has earned a strong reputation as an opportunity to learn about new trends in affordable housing and homelessness.



MSHDA Executive Director Michael DeVos provided the audience with an update on accomplishments and outlined future objectives.



Lansing Mayor Virg Bernero was one of the featured speakers.



MSHDA Contractors Assistance Program coordinator Ann Grambau staffed the Authority's booth in the exhibit hall.



Conference attendees observed a number of companies featuring products and creative displays supporting affordable housing and homelessness.

Grand Rapids Office Wins Recognition From Parent Group

Congratulations to the Michigan Rehabilitation Services (MRS) Grand Rapids office, which is receiving a special recognition award from the Ionia County Parent Advisory Council. The award is in appreciation for the services the students have received from MRS over the past two years.

The services MRS has provided include disability assessments, vocational evaluations, vocational guidance and counseling, Michigan Career and Technical Institute (MCTI) tours, assessments, and training; accommodations and assistive technology, job training, job coaching, job-seeking skills training; job placement assistance; and job follow-up services.

MRS can work with students with a wide range of disabilities. The disability must cause problems in preparing for, finding, or keeping a job.

The staff being recognized are Perry Penfold, ESA Employment Specialist; Martha Johnson, MRS — Ionia ISD Placement Specialist; Rick Webster, MRS Counselor; David Larson, MRS Counselor; and Lynn Aro, MRS Counselor.

The plaque of appreciation will be presented at a Parent Advisory Council awards dinner on May 9.

Tiger Outing

The DLEG Tiger outing is scheduled for Saturday, July 21st at 7:05 p.m., when the Detroit Tigers will be taking on the Kansas City Royals. This game is designated as the "13th Annual Negro Leagues Tribute Game." There will be fireworks immediately following the game.

ALL ARE WELCOME!

There are 250 seats reserved in Sections 338 & 339. Tickets are \$10.00/each. These tickets are normally \$12.00/seat. Ticket money is payable in cash, money order, or personal checks made out to Valerie Congdon. The last day to pay is Friday, June 1st or when the tickets are gone. Children under the age of 2 do not require a ticket.

Following is a link to the Tigers Website for seating and parking information.

http://detroit.tigers.mlb.com/NASApp/mlb/index.jsp?c_id=det

Please send questions via e-mail to Valerie Congdon at congdonvaleriea@michigan.gov.

Hope you can make it!



Professional Activities

Michigan Apples Now at Lansing Area Commission for the Blind Vendor Locations

If you work in the Lansing area, you may hear a lot more crunching these days. That's the sound of people enjoying fresh Michigan apples, now available at about two dozen Michigan Commission for the Blind (MCB) Business Enterprise Program (BEP) cafeterias and snack stands in mid-Michigan.

An April 19 press conference at the State Plate in Lansing across from the Capitol building announced the apples' debut, with a sticker identifying each apple as Michigan's own crisp, local produce.

Those speaking at the press conference and distributing Michigan apples were MCB's BEP Manager Constance Zanger and mid-Michigan area Promotional Agent David Robinson, as well as Michigan Department of Agriculture Director Mitch Irwin, Michigan Apple Committee Executive Director Denise Yockey, and State Representative Paul Opsommer (R-93rd District). The press conference was covered by Lansing's Channel 53 TV and the Michigan Farm Radio Network.

The apples have been selling well, and customers appreciate the opportunity to buy fresh, healthy produce while they support Michigan farmers.



Elyse Ver Berkmoes (left), Assistant Farm Director of Michigan Farm Radio Network interviews Constance Zanger, BEP Manager, and David Robinson, BEP Promotional Agent.



At the April 19 press conference, those with good things to say about Michigan apples included, left to right, Constance Zanger, Manager, MCB Business Enterprise Program; Mitch Irwin, Director, Michigan Department of Agriculture; Denise Yockey, Executive Director, Michigan Apple Committee; and State Representative Paul Opsommer (R, 93rd District).

People on the Move

Tax Enforcement Unit Getting Ready to Begin in May

By Norm Isotalo

The Unemployment Insurance Agency's (UIA) newly formed Tax Enforcement Unit has hired its staff and will begin full operations in mid-May, once staff members complete their six-week training program.

Tina Marie Alagna, the unit's manager, said all but one of her eight staff members are new to the agency, but combined they bring a strong mix of investigative, project management and technical expertise to the unit.

"Once we begin operations, we'll be handling unemployment tax collections and investigations," Alagna said.

"Our work will involve delinquent and problem tax cases that require more extensive interviews with employers," she explained.

The unit is based at Cadillac Place in Detroit, and will handle cases throughout the state.



Tax Enforcement Unit

Jan Harlin Named Detroit RICC Director

The newly named director of the Detroit Remote Initial Claims Center (RICC) is well suited for the job with over a decade of call center management experience with one of the nation's leading companies.

Jan Harlin, an operations director at the Unemployment Insurance Agency's (UIA) Detroit RICC for almost three years, has been picked as the Center's new director. Her appointment became effective March 12.

Prior to joining UIA in April 2004, Jan had spent 19 years with IBM, including 12 years managing call centers in the U.S. and overseas. While at IBM, the company selected her to head a team that developed three call centers in Cleveland, Cincinnati and Southfield. Jan later

joined IBM's marketing division as part of the company's worldwide call center operations team, where she helped ensure consistent business process guidelines for IBM contact centers worldwide.

While at IBM, she earned numerous awards, including an Area Manager's award for her call center work. She also directed the first call center to be certified by IBM, which then served as a model for other IBM call centers.

Jan attended the University of Detroit, majoring in business administration. She is married with two children — a daughter, who is attending the University of Michigan, and a son, who is in construction.



Jan Harlin is the newly named director of the Detroit RICC.

No Roll of the Dice for UIA in Hiring Joan DesRochers

By Nancy Ingram, Supervisor, Field Audit Section

Whenever you hire a new employee, you're taking a gamble the person will work out. In the case of Joan DesRochers, however, it seemed like a pretty safe bet.

Joan joined the Unemployment Insurance Agency's Field Audit Section in February as an account examiner, and came to the job with over 10

years of auditing experience, working in the Native American casino industry, and before becoming an auditor, she spent about three years working in the casino industry as a slot operation's manager.

In her UIA job, Joan will be based at the agency's Problem Resolution Office in Marquette.

A cum laude graduate of Northern Michigan University, Joan has a bachelor's degree in accounting.



Joan DesRochers.

[More] People on the Move

Alfretta Heads Into Retirement

After 40 years of helping unemployed workers, employers and her fellow Unemployment Insurance Agency staff members, Alfretta Head hung up her telephone head set and headed into retirement at the end of January.

For the past 12 years, Alfretta had worked in the UI Tech & Data Control (UITDC) unit at Cadillac Place, where she helped agency staff with any issues they may have had with the UI automated systems. She worked largely by phone assisting UIA staff at the Remote Initial Claims Centers and Problem Resolution Offices.

Alfretta's career with the UI program began in 1967 as a clerk typist in Detroit. She later became a hearings transcriber, unemployment claims examiner, assistant supervisor, supervisor and then an analyst with UITDC.

In retirement, Alfretta hopes to do some traveling, take classes in floral design, and spend time working in her yard once the weather warms up. She'll also find more time for family, visiting older family members and enjoying her two-year-old grandson. But, first, she is going to unwind and relax after her 40 years of state service.



Alfretta Head

Sandi Smith Retires From Saginaw RICC

By Crystal Galloway, Saginaw RICC

With about 15 years of state service under her belt, Sandi Smith retired on February 28 from the Unemployment Insurance Agency's (UIA) Remote Initial Claims Center (RICC) in Saginaw.

Sandi originally joined the Michigan Employment Security Commission in 1992 and was one of the first customer service representatives in the newly formed Claimant Customer Relations unit, based in Detroit. Unfortunately, Sandi got caught up in reduction in force and was laid off after 14 months. She soon came back to the agency as a permanent intermittent (PI) and worked briefly at offices in Pontiac and Dearborn, before spending several months as a PI in Saginaw.

Sandi then landed a permanent position at the Lapeer office as a claims examiner and worked there until 2002, when she returned to Saginaw and joined the RICC as a UI examiner. In 2003, Sandi became a lead worker with the Pink Panther team.

With six children and ten grandchildren, Sandi will probably have plenty of family members to help keep her busy in retirement. But her "family" at the Saginaw RICC will certainly miss her.



Sandi Smith (center) celebrates her retirement from state service on February 28 with Saginaw RICC Director Robert Zaborowski and secretary Terri Pagano.

[More] People on the Move

Four OFIS Employees Retire After Nearly 80 Years of Combined State Service

Judith King

Judi retired from the Office of Financial and Insurance Services on April 20 after more than 19 years of state service. She began her career in state government in 1987, first employed in the Michigan Insurance Bureau as an executive secretary for the MEWA Division. She has also worked as an executive legal secretary for the Division of Hearings and as an executive assistant to several former Commissioners. In September 2003, Judi was named the Consumer Outreach Coordinator for OFIS and has served in that capacity until her retirement. Judi is planning to reside in Navarre, Florida after retiring. She has two daughters, Renee and Deena, and four grandchildren Taylor, Nickolas, Zachary and Lola.

Michael Anderson

Mike joined the Bank & Trust Division of the former Financial Institutions Bureau in April 1982 as a bank examiner trainee. He worked his way up the ranks, and in August 1995 was named the division's first Trust Activities Regional Supervisor. Mike graduated with Honors from the Cannon Graduate Trust School, and is the resident expert at OFIS on all trust-related matters. Throughout his distinguished career, Mike regularly provided valuable input to management that helped form the agency's position on numerous trust related issues. He also served as a valuable resource to the banking industry and his co-workers. In fact, Mike oversaw the training of all of the trust examiners. In addition to his supervisory duties, Mike has regularly been the Examiner-In-Charge of the trust functions at several of the largest and most complex banks in Michigan. Mike has also been involved in trust related projects on a national basis through the Conference of State Bank Supervisors and participated on the first interstate Trust Examination with other regulatory agencies. Upon retirement, Mike plans to play a lot of golf and racquetball, and add to his reputation as an expert wine and cigar connoisseur.

Carol Rall

Carol retired from OFIS on May 4 after more than 28 years of state service. After college at Marygrove in Detroit Carol worked briefly as a welfare worker in Detroit and in Lansing. Carol took some time off for kids and started back with the State as a social security disability examiner in the early 80's. She got a master's in management and moved to the Dept. of Mental Health (now DCH) working for the personnel officer in worker's compensation and return-to-work issues. Then she transferred to then Family Independence Agency in the office of quality control where Carol eventually supervised a survey center. Carol joined OFIS in 2003 as a PRIRA analyst.

She loves camping, travel, Lake Michigan and gardening. She will get more involved with environmental issues.

Donald Porter

Don joined the Bank & Trust Division of OFIS in December 2002 after a distinguished 35 year career at the Federal Deposit Insurance Corporation, the final 25 years as the Grand Rapids, MI Field Office Supervisor. Don was an instructor on a regular basis at the FDIC examiner training schools. He was also very active nationally during the savings & loan crisis during the 1980s, including an assignment as the acting Chief Executive of a failed S&L. He was well known to the OFIS bank examination staff throughout his career with the FDIC and we were privileged to have Don join us upon his retirement from the FDIC. Don's knowledge and experience have been invaluable the past four and one-half years, especially relative to the training of our newer examiners during this period, and his wit and wisdom will be missed. Upon retirement on May 11, Don plans to use his sailboat this summer much more extensively than he has been able to in the past. Don is also very active in his church and serves on the Board of Lutheran Child Social Services.



[More] People on the Move

Michigan Commission for the Blind (MCB) Employees on the Move



Chris Rasmussen receiving his DLEG service recognition plaque two years ago. Chris will retire at the end of June after 37 years with the Michigan Commission for the Blind.

Constance Zanger has accepted the Michigan Commission for the Blind Business Enterprise (BEP) Manager position, effective this past March 25. Previously, Connie had served as the Assistant Manager of BEP since 1995. LeAnne Ford was hired as a Michigan Commission for the Blind rehabilitation teacher in Gaylord. LeAnne began her employment through Saginaw Valley Rehabilitation Center (SVRC) on April 2.

Rasheen Clark began work April 9 as a rehabilitation counselor at the Michigan Commission for the Blind Detroit office. She graduated from Wayne State University with an M.A. in Rehabilitation Coun-

seling in December 2006. She began working for the Michigan Department of Human Services (DHS) in August 2002. Prior to that, she worked for a couple of different community organizations providing support services to adults with development disabilities and mental illness.

Jim Baird, an orientation and mobility instructor at the Michigan Commission for the Blind Training Center in Kalamazoo, has announced his plans to retire June 1. Jim says his plans for retirement are to "keep busy."

Christopher Rasmussen, a Domestic Service Aide at the Michigan Commission for the Blind Training Center in Kalamazoo, has also announced his plans to retire June 30, after 37 (yes, 37!) years at the MCB Training Center.

Dick Lavolette Retires



Dick Lavolette holds the stub from his first State of Michigan paycheck. He started with the Michigan Employment Security Commission in 1972 as an economic analyst.

After nearly 34 years working for the State of Michigan, OFIS Chief Deputy Commissioner Dick Lavolette has left state government effective May 4, 2007. Shortly after his departure, he will begin with the Michigan Bankers Association serving as Director of Legal and Regulatory Affairs, a new position for the Association.

Dick was appointed to the Chief Deputy Commissioner of the Office of Financial Examination of OFIS in February 2005. In this position, Dick has overseen the Mortgage Examination Section, the Bank and Trust Division, the Credit Union Division, the Enterprise Monitoring Division, and the Supervisory Affairs and Insurance Monitoring Division.

Dick joined the former Financial Institutions Bureau in as an administrative hearing officer. In his 30 plus years with the State of Michigan, Lavolette has served with the Department of Labor, the Michigan Employment Security Commission, the Department of Corrections, and the Department of Mental Health.

Special Deliveries

Special Delivery for Spanish MARVIN Team



Members of the Spanish MARVIN project team based the Grand Rapids RICC display their Special Delivery "goodie bags." Team members are (front, l-r): Hector Arroyo, UIE, Lydia Williams, UIE, Elias Vasquez, UIE; (back, l-r): Ed Alavarado, operations director; Darrell Butkin, UIE; and Dennis Knapp, manager.



The Detroit half of the Spanish MARVIN project team are (front, l-r): Olivia Mackie, UIE, Detroit RICC; Donna Schmitt, analyst, UI Tech & Data Control; Sandra Herrera-Acosta, UIE, RICC; (back, l-r): Clay Tierney, project manager, Benefits Services; Paula Ponte, analyst UITDC; Sue Willers, Office of Media Technology, media production specialist

Members of the Spanish MARVIN project were surprised recently with DLEG "Special Delivery from the Director" awards for their work in updating and improving the Spanish-language version of MARVIN.

The awards were presented at ceremonies in Detroit on March 27 and in Grand Rapids on March 30. The 12-member project team was evenly divided with staff based in the two cities.

In making the presentations, acting UIA Director Liza Estlund Olson said, she appreciated the amount of hard work that went into revising the script, ensuring its accuracy and recording it.

"The whole effort had a real customer focus," Olson said. "We wanted the recording to be clear and more customer friendly."

DLEG Deputy Director Sharon Bommarito also extended her thanks and her appreciation for the work done by everyone involved in the project.

MARVIN is an automated response interactive voice network that unemployed workers telephone once every two weeks to certify as to their continuing eligibility for unemployment benefits. It also provides information about the caller's benefits. The project team recently updated the Spanish-language version of MARVIN.



"Special Delivery from the Director"

I would like to nominate the following staff member to receive a "Great Job" acknowledgement from the Director:

Name of Nominee:	Submitted By:
Office/Bureau of Nominee	Job Title of Nominee
Telephone # of Nominator	Office Location of Nominee

The reason I am nominating this person is:

Office/Bureau Director:	Date:
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Bureau Directors: Forward to Linda Cook—DLEG Media Office, 4th Floor, Ottawa Building, Lansing
E-mail: CookL1@Michigan.gov --OR-- FAX: 517-241-1580; Phone: 517-241-0199

We Get Letters ... and E-mails!

A client of **Rosalind Byers-Lang**, a Rehabilitation Teacher with the Michigan Commission for the Blind at their Saginaw office, 'wrote this letter of thanks, reprinted below in part.

Dear Rosalind:

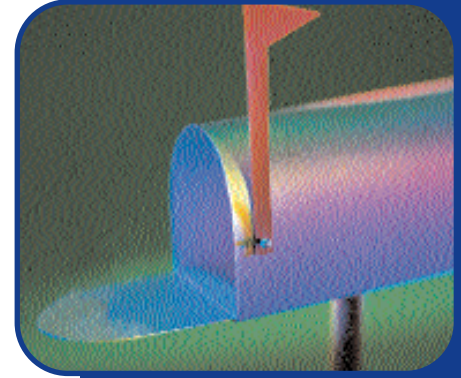
I had to write to express my appreciation for your visit here. . . I am visiting my ophthalmologist on Monday and I will leave some of your cards with him for other patients. . .

One of **Detroit Rehabilitation Teacher Betty Rush's** clients wrote with compliments for Betty and all of the **Mini Adjustment Seminar** staff,

including **Connie Henshaw** and **Marcie Brink-Chaney**, who are also Rehabilitation Teachers at the Detroit office.

Dear Betty:

I cannot thank you enough for suggesting the MCB Mini Adjustment Conference. You were absolutely right. The classes, hints, and the knowledge of the low vision aids are a great help. All of the teachers are wonderful people, and I want to thank you all for making my future a brighter one. . . Thank you again for all that you do for me.



Letha goes the extra mile

**By Marianne Holst, manager,
Grand Rapids RICC**

Letha Robinson, an unemployment insurance examiner at the Grand Rapids Remote Initial Claims Center (RICC), has gone the extra mile in helping Unemployment Insurance Agency (UIA) customers, according to letters of thanks she recently received from former DLEG Director Bob Swanson and UIA Customer Service Director Chris Peretto.

Letha helps unemployed workers with their claims for unemployment benefits. Because of her

fine work, she often receives letters and phone calls complimenting her for the job she does. Recently, one customer wrote to Director Swanson about Letha, which resulted in the letters of thanks from Swanson and Peretto. Grand Rapids RICC Director Sharon Moffett-Massey offered a personal thank you by inviting Letha to lunch.

Letha takes the time to make a difference with agency customers by practicing UIA's values of Customer Focus, Integrity, Trust, Excellence, Inclusion, Teamwork, Communication and Employees.



Good luck and best wishes to Sherrie Davis, DLEG Finance, who retired after 30 plus years of state service.

The quilt is made of Mel Lewis's old shirts, which he grew out of after he quit smoking. He brought in his old shirts to be taken to Goodwill, but Sherrie Davis instead took them home and made Mel a quilt out of them. The photo is Sherrie and Mel holding the quilt. Sherrie said that she always thought that Mel would retire when she did, but since she retired and he didn't, she gave him his retirement gift early.

Teelander Wins Place in Regional Art Competition

**By Marianne Holst, manager,
Grand Rapids RICC**

Jerri Teelander has a place in her heart for art, and her art won a place in a recent art competition.

Jerri is an unemployment insurance examiner with the Unemployment Insurance Agency's Grand Rapids Remote Initial Claims Center (RICC). And recently she had two pieces

of her artwork place in the 21st Annual West Michigan Regional Art Competition. Her exhibits in this competition included the "Red Leaf Fantasy: Monoprint" and "Girl in Red Dress: Watercolor."

Jerri is a long-time artist and has been selling her work for years. She has a degree in art from Central Michigan University and continues her studies by attending a weekly art class.

In March Jerri also had some of her artwork on display at the Clark Retirement Gallery in Grand Rapids.



Jerri Teelander displays one of her paintings.

UIA's Craig Stevenson Helps Make a Difference

By Marianne Holst, manager, Grand Rapids RICC

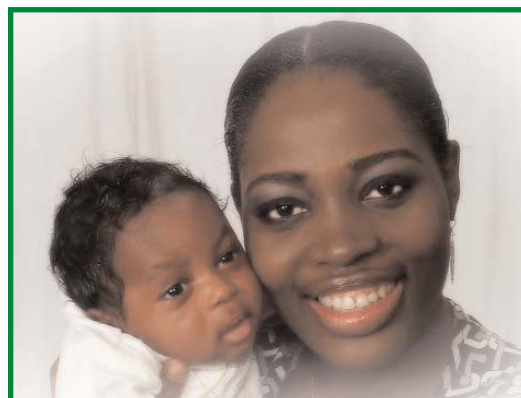
Craig Stevenson is making a difference in Grand Rapids. Not only is Craig an unemployment insurance examiner at the Grand Rapids Remote Initial Claims Center (RICC), but he was featured in a recent story published by the Grand Rapids Press about people who are making a difference in the community.

Every Tuesday night for nearly six years, Craig has volunteered to help teach English as a second language through classes he has taught at Davenport University and the Grand Rapids Public Schools Adult Education Program.



Craig Stevenson

It's a Boy!



The Unemployment Insurance Agency's Elvine Vanbolden had a baby boy on November 3. Ellis Vanbolden weighed in at 5 lb. 11 oz. at birth. Elvine is with the UI Tech & Data Control Unit.

Elvine Vanbolden holds her new son Ellis.

Underage Drinking—The Façade of Adulthood

By Martin Alexander

Consuming alcoholic beverages is often seen as a rite of passage for teenagers throughout the year, but more so during festive occasions such as weddings, graduation and holidays. The consumption of alcoholic liquor at a liquor licensed establishment is a privilege. In Michigan, alcoholic liquor may not be sold or furnished to a minor.

Minors, or those under twenty-one years of age, often seem anxious to emulate their parents. Often, this may include the premise: "If I look the part, I am. If I drink alcoholic beverages, contemporaries will see me as an adult. But, where can I get a drink?" Minors are not legally able to purchase alcoholic liquor. The source must be from others, such as an older friend or relative, the refrigerator or liquor cabinet at home, or even the occasional parental nudge and a wink at a festive occasion.

A person (or their employee or clerk) who is **not licensed** by the liquor control commission and who knowingly provides alcoholic liquor to a minor, even if they fail to make sure that the person is at least twenty-one years of age, has committed a misdemeanor. The first conviction may bring fines of no more than \$1,000 and no more than 60 days in jail. Additional convictions may bring fines not exceeding \$2,500 and no more than 90 days in jail.

If the subsequent consumption of alcoholic beverage by the minor is a direct and substantial cause of that person's death, or even resulting in

an accidental injury that causes that person's death, the person who is **not licensed** by the liquor control commission and who provided the alcoholic beverages to that minor is guilty of a felony, punishable by a fine not exceeding \$5,000 and/or jail for no more than 10 years.

Drinking alcoholic liquor is serious business. The legal age of consumption in Michigan is twenty-one years of age. Minors who are in possession of alcoholic liquor, and others who provide it to them, are at risk in more way than one. Adult behavior is one of acting responsibly in various situations, knowing the difference between right and wrong, and not violating the law. The battle continues on this issue. Half of this battle is knowing what to do and the other half is acting upon that knowledge.

People's tendency to overestimate their abilities to function is exponential to the amount of alcoholic liquor they consume. Alcohol does not inhibit faulty judgment, no matter what the age of the consumer.



Michigan Liquor Control Code, Act 58 of 1998, MCL 436.1701 (1), p. 57.

Diligent Inquiry as defined by Michigan Liquor Control Code, Act 58 of 1998, MCL 436.1203 (11) (g), p. 14b; also, MCL 436.1701 (10) (b), p. 58.

MCL 436.1701 (1).

Ibid. Sub-section (2).

Lugnut Outing

Lansing Lugnuts take on the Wisconsin Timber Rafflers!

Date: Saturday, July 14, 2007

Time: 7:05 p.m.

Place: Oldsmobile Park

Tickets: \$9.00

There will be fireworks immediately after the game, group recognition, free player autographs before the game (from 6:15 p.m. - 6:45 p.m.) and a DLEG group raffle.

Space is limited so reserve your tickets today by contacting **Alice Wood at 517-241-6228** or email her at: **wooda@michigan.gov**.



OFIS Kids Get into the Spirit of Bring a Child to Work Day

By Nancy Hill, OFIS

Over 30 kids participated in OFIS' "Bring a Child to Work Day" on April 26. Activities included OFIS bingo, as well as a team building exercise that involved building structures out of marshmallows and dry linguini. The children had to work as a team and decide if they wanted to build the tallest, sturdiest, or most artistic structure. They then had to figure out the best approach and build the structure together.

They had pizza for lunch and took a break in the afternoon to walk through the Historical Museum. Commissioner Linda Watters presented each child with a certificate of achievement, and each child received a goodie bag. The children had a wonderful time shadowing their parents, and learned how OFIS staff uses teamwork to accomplish their goals.



Children at the Office of Financial and Insurance Services listen intently to the team building instructions.



Commissioner Linda Watters stands with the children after presenting them with their certificates.

How May I Direct Your Call?

Kyle Campbell demonstrates good phone etiquette during Bring a Child to Work Day. Kyle is the 23-month-old son of Laura Campbell, Legal Secretary in Workers Compensation.

